

INSURANCE COMPLAINTS/7777

2002 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type—Individual Life

Name	Complaints	2002 Illinois Direct Written Premium
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE CO	17	14,462,671
AMERICAN INCOME LIFE INSURANCE COMPANY	10	13,992,188
ATLANTA LIFE INSURANCE COMPANY	20	2,950,628
BANKERS LIFE & CASUALTY COMPANY	17	8,091,354
EQUITABLE LIFE ASSURANCE SOCIETY OF THE US	12	104,925,212
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	17	12,691,943
GUARANTEE RESERVE LIFE INSURANCE COMPANY	24	6,539,173
JOHN HANCOCK LIFE INSURANCE COMPANY	10	30,813,771
METROPOLITAN LIFE INSURANCE COMPANY	36	193,636,232
MONUMENTAL LIFE INSURANCE COMPANY	45	38,486,809
PRIMERICA LIFE INSURANCE COMPANY	12	53,742,617
PRUDENTIAL INSURANCE COMPANY OF AMERICA	66	194,780,304
UNITED INSURANCE COMPANY OF AMERICA	39	17,427,476
WESTERN & SOUTHERN LIFE INSURANCE COMPANY	10	20,094,048
WESTERN SOUTHERN LIFE ASSURANCE COMPANY	11	10,591,316

For Coverage Type—Group Life

Name	Complaints	2002 Illinois Direct Written Premium
METROPOLITAN LIFE INSURANCE COMPANY	11	228,154,736

For Coverage Type—Individual Annuity

Name	Complaints	2002 Illinois Direct Written Premium
CONSECO ANNUITY ASSURANCE COMPANY	14	12,649,805
PRUDENTIAL INSURANCE COMPANY OF AMERICA	11	39,346,579

2002 Complaint Statistics for Health Service Organizations Illinois Members Only

Name	Complaints	Total Illinois Members as of 12/31/02	Non-Medicaid/ Non-Medicare Members as of 12/31/02*
DELTA DENTAL PLAN OF ILLINOIS	14	428,110	428,110
*Total adjusted to delete Medicaid/Medicare members and FEHBP members.			

Enrollment numbers shown are derived from the 2002 Illinois Enrollment page included in the 2002 Annual Statement filing.

2002 Complaint Statistics for Limited Health Service Organizations Illinois Members Only

Name	Complaints	Total Illinois Members as of 12/31/02	Non-Medicaid/ Non-Medicare Members as of 12/31/02*
COMPDET OF ILLINOIS INC	25	172,976	172,976
FIRST COMMONWEALTH LTD HEALTH SERV CORP	2	2,128	2,128
OLYMPIA LIMITED HEALTH SERVICES ORG INC.	1	71,166	71,166
*Total is adjusted to delete Medicaid/Medicare members and FEHBP members.			

Enrollment numbers shown are derived from the 2002 Illinois Enrollment page included in the 2002 Annual Statement filing.